



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Service Regulation

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
MARK PAYNE • Director

August 1, 2019

Via Electronic Mail and U.S. Mail

Gary L. Park, CEO
University Of North Carolina Hospital
101 Manning Drive
Chapel Hill, NC 27514

RE: Complaint Investigation, UNC Children's Hospital
Intakes: NC00152116, NC00152453, NC00152933, NC00152927

Dear Mr. Park:

Thank you and your staff for the assistance provided during the complaint investigation conducted May 30, 2019, and June 3 through June 14, 2019. Additional physician interviews were conducted after the onsite survey. The complaint investigation, as authorized by the Centers for Medicare and Medicaid Services (CMS), was related to allegations on the delivery of care, treatment and services provided in the University of North Carolina Hospital's Congenital Heart Program (Children's Hospital) during 2016 through 2019 and to determine the hospital's current compliance with the CMS Conditions of Participation (COPs).

482.12 Governing Body
482.13 Patient Rights
482.21 Quality Assessment and Performance Improvement
482.22 Medical Staff
482.23 Nursing Services
482.27 Laboratory Services
482.42 Discharge Planning and
482.51 Surgical Services

Based on the investigative findings and current hospital processes and systems, the survey team did not identify current noncompliance with the referenced COPs. Complainants will be notified of the investigative findings.

Please contact me if you have any questions or need additional information.

Sincerely,

Azzie Conley

Azzie Conley RN
Section Chief
Acute Care Licensure and Certification Section

cc: Karmen T. Billingslea (CMS/CQISCO)
Linda Smith (CMS/CQISCO)
Hulio Griffin (CMS/CQISCO)

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ACUTE AND HOME CARE LICENSURE AND CERTIFICATION SECTION

LOCATION: 1205 Umstead Drive, Lineberger Building, Raleigh, NC 27603
MAILING ADDRESS: 2712 Mail Service Center, Raleigh, NC 27699-2712
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